

Remarks/Arguments

Reconsideration of this Application is requested.

Claims 24-26 have been rejected by the Examiner under 35 USC, § 101. Claims 24-26 have been cancelled.

Claims 1, 3-7, 9, 11, 13-17, 19, 21, 22, 24 and 25 have been rejected by the Examiner under 35 USC § 102(e) as being anticipated by Matthews et al. (Publication Number 2004/0139156).

Claim 13 was cancelled by the March 20, 2007 Amendment.

Matthews disclose the following paragraph 0023.

[0023] "The present invention can also provide a method for a human user to obtain information about a product from a user computer coupleable over a computer network to an information provider organization computer having a selected human information provider, who is using the information provider computer. This method can include establishing a network connection between the user computer and the information provider computer over the computer network. The method can include sending a computer used identifier, preferably a unique computer user identifier, from the user computer to be received by the information provider computer over the network connection. The received computer user identifier can be matched to a record containing information about the computer user. A direct network collection may be established to the selected human information provider from among several human information providers as a function of the information contained in the record. The record can be displayed to the human information provider on a display coupled to the information provider computer. In some methods, the record information includes the preferred language of the user, a product previously inquired about by the user, a product knowledge level previously attained by the user, or a product knowledge area previously inquired about by the user, either individually or in any combination of these items."

Matthews computer user identifier can be matched to a record containing information about the computer user.

Information about Matthews user is found in Matthews paragraph 0190 – 0201 which reads as follows.

[0190] "Subscription-Indicates products and services the contact has the helptrainTM subscription for.

The Subscription may include any one of the following:

[0191] Subscription unit (# of minutes, # of requests, # of resolutions. . .)

[0192] Subscription length (weekly, monthly, yearly. . .)

[0193] Subscription channels (Internet, Phone, Digital TV, PDA . . .)

[0194] Subscriber Profile which may include any of the following:

[0195] Language(s) spoken

[0196] Contact information

[0197] Purchase history

[0198] Product registration

[0199] Service usage history

[0200] Customer satisfaction surveys

[0201] Payment method information (credit card, direct debit...)"

Matthews is concerned with the language the user speaks not with the physical disabilities of the user.

Applicant defines a user profile in paragraph 009, page 3 of his patent application which reads as follows.

[009] According to the method of the present invention, a person obtains live assistance in using a paper processing machine. The assistance is provided by a service bureau that is remote from the person. The service bureau receives a call for help, and checks a user profile of the person. The service bureau also checks an equipment profile of the person. Then the service bureau provides interactive assistance to the person, based at least partly upon the user profile and the equipment profile. The user profile will indicate any

disabilities that the user may have, such as visual impairment, tremor in the hands, or cognitive problem. An empty user profile signifies that the person at the user end has no relevant disabilities, but even for such a person, the user profile may contain other types of information such as the level of support purchased by that person from the service bureau. In contrast, the equipment profile will typically indicate what types and models of paper processing equipment the person has available at the user end.

Matthews discloses the following in paragraph [0016].

[0016] "The present invention provides a technical solution. For enabling direct, person to person assistance over a communications network. The methods provide product and system support tools enabling, for example, a purchaser of a product or service to execute a computer program on a computer to establish an intelligently routed request for assistance to a human having knowledge in the area of the particular product or service. In one method, a human user couples a computer readable media associated with a product to a computer, A computer program on the computer readable media checks for, and if need be, installs needed software. The program can then establish a connection over a network such as the Internet directly to the help assistance organization appropriate for the particular product or service. The computer readable media can include an indication of the particular product or service and/or the assumed preferred language of the purchaser of the product or service. The assistance request can be routed to a human assistant, who may be seated at a computer device. In a preferred method, the human assistant greets the request for assistance and the human user with a live, personal, updated video link carrying the assistant's voice and a video signal carrying the assistant's image to the computer of the help requester. The assistant may obtain preliminary information from the human user, and begin rapidly to provide assistance in a "face to face" virtual environment. Where the product involved is a computer related product, the human assistant may optionally view the same computer display as the human user and even manipulate the display to illustrate the performance of a particular software product."

Matthews discloses the following in paragraph 0112.

[0112] "After the helper has been selected and linked to, over the communication link, a helper communication object 240 may be displayed on the requester's digital device display. Helper object 240 may include a video object 242 which is updated, and an audio object 250 which projects the voice of the helper in substantially real time to the requester, for example, over the requester's headphones or speakers. FIG. 6 illustrates the audio/voice response of the helper in a box 250 for purposes of illustration. Helper object 240 may also include a screen share object 244 which, when selected, allows the remote helper to view substantially the same screen as the requester. Helper object 240 can also include a refresh button 246 to refresh the session, and a hang-up object or connect object 248 to disconnect the session. In addition to the initial greeting or salutation delivered through audio at 250, a text salutation and greeting 234 may also be included, given the helper's name or identifier 236 and also a session identifier or reference number 238."

Matthews video link carries the assistant's voice and the assistant's image to the help requests computer. Fig. 6 of Matthew's also discloses a picture of the helper 240 on screen 232 of the requester computer. Matthews does not disclose or anticipate having a service bureau receive a video image from the person's location so that the interactive assistance is based at least partly upon the user profile the visual image and the equipment profiled as claimed in claim 1 and 11 and those claims dependent thereon.

As advantage of applicant's claimed invention over Matthews is that a video image of the proper processing machine is provided to a service bureau or operator terminal to enable the service bureau or operator terminal view the persons location to help the person obtain assistance

Thus the service bureau is able to modify their assistance by having knowledge of the user physical condition as well as seeing how that physical condition impedes the user in following the service bureau instructions.

Claims 2, 8, 10, 12, 18, 20, 23 and 26 have been rejected by the Examiner under 35 USC § 103(a) as being unpatentable over Matthews (Publication Number 2004/0139156) in view of Boies et al. (Publication Number 2002/0194011).

The Examiner stated the following on pages 8 and 9 of the Final Rejection.

“Matthews et al does not specifically mention the user profile contains at least one user disability. Boies et al teaches user profile containing at least one user disability (see e.g. para [0010], i.e. a user profile is used to identify a limitation, which corresponds to the disability of an individual, and the preferred content format to use with the individual and the preferred content format to use with the individual and the preferred content format to use with the individual.. Therefore, it would have been obvious to one of ordinary skill in the art at the time the invention was made to incorporate the interactive assistance customized in response to an indication in the user profile and the equipment profile comprising information about the paper processing machine of Matthews et al. with the user profile, containing at least one user disability of Boies et al. because the user profile identifying at least one user disability also includes the preferred information content format to use with the individual (see e.g. par [0010], i.e., the user profile containing a disability of visual impairment will cause the format to enhance the audio information).”

[0010] .”The mechanism may itself inform an information source of the limitations of the individual or the mechanism may be used in conjunction with a user profile to identify the limitations of the individual and the preferred information content format to use with the individual.”

Matthews and/or Boies takes separately or together do not disclose or anticipate having a service bureau receive a video image from the person's location so that the interactive assistance in a based at least partly upon the user profile the visual image and the equipment profiled as claimed in claim 2.

Appln. No.: 10/622,332
Amendment Dated: August 6, 2007
Reply to Office Action dated June 18, 2007

In view of the above claims 1-13 and 14-20 are patentable. If the Examiner has any questions would the Examiner please call the undersigned at the telephone number below.

Please charge any additional fees that may be required or credit any overpayment to Deposit Account Number 16-1885.

Respectfully submitted,

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